



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

RECREATION PROGRAMS COORDINATOR

Class Description

DEPARTMENT/DIVISION: Parks and Landscape

DEFINITION

Under the direction of the Parks and Landscape Manager or other management/supervisors, plans, organizes, coordinates, promotes, implements and prepares the distribution of recreation and services programs, activities and/or classes held within the Town of Discovery Bay.

DUTIES:

May include, but are not limited to the following:

Maintains appropriate work records, serves as technical resource for assigned personnel and provides information and assistance to customers and the public. Facilitates various recreational social and cultural activities.

- Confers with Parks and Landscape Manager on the status of program goals and objectives, operational matters and problem areas. Assists in development of informational sheets, forms and recreation guides.
- Direct supervision of site staff with applicable laws and policies to include scheduling, assignment and problem resolution.
- Plans, organizes, coordinates, implements and prepares recreation guides, activities and/or classes offered within the Town of Discovery Bay.
- Prepares and coordinates the development and distribution of marketing and publicity materials including guides, flyers and printed schedules.
- Maintains records, program evaluations and other documents related to program activities and events.
- Ensures a clean safe and orderly program environment by monitoring the condition of the facilities and notifying the Parks and Landscape Manager of required repairs or replacements of equipment and the cleaning of program areas.
- Assist in developing and coordinating schedules of activities for the residents of the Town of Discovery Bay, including youth and senior programs.
- Assesses community needs and interests. Participates in the development of new recreation programs to meet community needs.
- Markets and promotes assigned recreational leisure programs services activities and/or classes to the community.
- Develops curriculum, participates in recruiting selecting motivating and evaluating assigned employees and contractual vendors.
- Identifies possible offers of donation
- Coordinates facility rentals.
- Attends and participates in professional group meetings. Stays abreast with new trends and innovations in the field of recreation.
- Record and monitoring of financial transactions associated with the collection of fees.
- Establishes positive working relationships with representatives of the community organizations, Town management, staff and the public.
- Supports front-line customer service staff, responds to and resolves difficult and sensitive inquiries and complaints.

- Responsible for ordering of supplies.
- Performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Parks and Landscape Manager. Gives direction to lower-level administrative staff.

CLASS CHARACTERISTICS

Incumbents perform a variety of office administrative, project coordination and management support work for the Recreation Program. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of Town activities and the ability to perform independent projects.

QUALIFICATIONS

Knowledge of:

- Parks and Recreation, Leisure Services Programming, and associated qualifications.
- Basic organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Basic budgetary policies and procedures.
- Basic principles and practices of data collection and report preparation.
- Applicable codes, regulations, policies, technical processes and procedures.
- Project coordination and implementation procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Planning, organizing, administering, coordinating, reviewing, evaluating and personally participating in office management functions and administrative duties and responsibilities.
- Planning, organizing, assigning, coordinating, supervising and evaluating the work of assigned staff.
- Assisting in preparing and administering budgets; preparing clear and concise reports.
- Analyzing and resolving office administrative and procedural concerns and making process improvement changes to streamline procedures.
- Planning, organizing, scheduling, assigning, reviewing and evaluating the work of staff.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Providing exceptional customer service to coworkers, internal customers and the public.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating modern office equipment including computer equipment and software programs.
- Operating a motor vehicle safely.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business, parks and recreation, public administration, or a related field and five (5) years of responsible parks and recreation experience. Possession of Bachelors Degree in a related field is highly desirable.

License:

Possession of, or ability to obtain, and maintain, a valid California class C driver's license with a satisfactory driving record, may be required. A background check will be conducted.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.